WHETHER OTHER PROVISIONS OF THIS CONTRACT HAVE BEEN BREACHED OR PROVEN INEFFECTIVE. "AS IS" means the As Is condition of the EffectNet Services to be provided as Intermedia UC Services, including such customer support, software and hardware as required in the condition as of the Initial Launch Date agreed upon between the Parties and including any planned enhancement as well as any other changes mutually agreed upon. These products may as of the Initial Launch Date include works for hire for the benefit of Intermedia as further described in Section 9.2.

### 9. INTELLECTUAL PROPERTY.

- 9.1 <u>General</u>. Except as otherwise agreed in writing between the Parties, EffectNet shall own any Patent applications and Patents issued on inventions under this Agreement. All Inventions that are not the subject of patents or applications will be considered Confidential Information of EffectNet. Nothing in this Agreement shall be construed to transfer any right title or interest in EffectNet's designs, inventions, copyrights, trade secrets, trade names or other intellectual property.
- 10. <u>INDEMNIFICATION</u>. Each Party ("Indemnitor") will defend, indemnify and hold harmless the other Party and such Party's affiliates, directors, officers, employees, proprietors, independent contractors, consultants, partners, shareholders, representatives, customers, agents, predecessors, successors, and permitted assigns (collectively, "Indemnitees") from and against any claim, suit, demand, loss, damage, expense (including reasonable attorneys' fees and costs) or liability that may result from, arise out of or relate to: (a) acts or omissions arising out of or in connection with this Agreement resulting in property damage; by Indemnitor and (b) intentional or negligent violations by Indemnitor of any applicable laws or governmental regulation.

Intermedia shall indemnify and hold harmless EffectNet from and against any and all claims, expenses, judgments, liabilities, damages or losses, including reasonable attorney's fees and expenses, and shall defend all third-party actions and proceedings arising from any infringement or alleged infringement of any patent, copyright, trade secret, mask work, trade marks or service marks of any third party to the extent such claims are caused by the acts or omissions of Intermedia with respect to the marketing and/or provision of the Intermedia UC Services, but not including any claims, expenses, judgments, liabilities, damages or losses to the extent attributable to the EffectNet Services. EffectNet shall indemnify and hold harmless Intermedia from and against any and all claims, expenses, judgments, liabilities, damages or losses, including reasonable attorneys' fees and expenses, and shall defend all third-party actions and proceedings arising from any infringement or alleged infringement of any patent, copyright, trade secret, mask work or other intellectual property right of any third party, to the extent such claims are caused by use of the EffectNet Services. In the event that an injunction or restraining order is obtained against the use or distribution of any product or deliverable pursuant to this Agreement because of any infringement or alleged infringement of any patent, copyright, trade secret, mask work or other intellectual property right or any proprietary, contract or other right of any third party, or if in EffectNet's reasonable judgment any product or deliverable is likely to become the subject of a successful claim of such infringement, then EffectNet's sole obligation to Intermedia (in addition to its obligations of indemnification set forth above) shall be to promptly: (i) procure for Intermedia the right to use the product or deliverable as provided in this Agreement, (ii)

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Page	9
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Filed 01/04/2008

replace or modify the EffectNet product or deliverable so it becomes non-infringing without materially affecting the performance thereof, or if options (i) and (ii) are not available despite commercially reasonable efforts, (iii) terminate the licenses granted hereunder, and accept the return of all copies of all products.

LIMITATION OF LIABILITY. EXCEPT FOR DAMAGES ARISING UNDER SECTION, IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER PARTY FOR ANY INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, CONSEQUENTIAL OR SIMILAR DAMAGES OF ANY KIND INCLUDING WITHOUT LIMITATION, LOSS OF PROFITS, LOSS OF BUSINESS OR INTERRUPTION OF BUSINESS, WHETHER SUCH LIABILITY IS PREDICATED ON CONTRACT, STRICT LIABILITY OR ANY OTHER THEORY WITHOUT REGARD TO WHETHER SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

#### 12. **GENERAL PROVISIONS.**

- Monetary Values. All monetary values in the Agreement refer to U.S. dollars.
- Assignment. Either Party may assign its rights or obligations under this Agreement with written notice to the other Party, and after obtaining written approval by the other party, which shall not be unreasonably withheld or delayed. In the event that Intermedia is acquired by WorldCom no such written approval shall be required. In the event of a restructuring, merger, or acquisition of either party, in which such party retains at least 25 percent control of the resulting entity such notice and approval shall not be required.
- 12.3 Governing Law. This Agreement will be interpreted in accordance with the laws of the state of Arizona, excluding its conflict of law rules. The Parties agree that the federal and state courts located in Arizona and/or Florida shall be the proper forum for any action brought against the other Party, and each Party shall take all necessary actions to consent to the jurisdiction of such courts. 12.4 Notices. All notices or other communications between EffectNet and Intermedia under this Agreement shall be in writing and delivered personally, sent by confirmed facsimile, by confirmed e-mail, by certified mail, postage prepaid and return receipt requested, or by a nationally recognized express delivery service addressed to the Parties at the addresses first set forth below or at such other addresses, facsimile numbers or e-mail addresses or to such individuals as either Party may specify by notice to the other Party pursuant to this Section. All notices shall be in English and shall be effective upon receipt. As a courtesy. Parties are encouraged to send duplicate copies of notice, demands, or other by facsimile. Issuance of a facsimile copy of a notice, request, demand or other communication shall not replace the requirements for delivery by mail or overnight courier in the manner provided in this Section, nor shall the date the facsimile received constitute the official receipt date. Any Party may change the address to which notices, requests, demands or other to such Party shall be delivered or mailed by giving notice of the change to the other Party in the manner provided in this Section. The addresses for the Parties for the purposes of this Agreement are:

For EffectNet:

For Intermedia Communications, Inc.

Filed 01/04/2008

Taj Reneau

Kathleen A. Victory

Chief Executive Officer

VP Product Line Management

**EffectNet** 

Intermedia Communications Inc.

Phone: 602,296,3300

Phone: 813.829.6703

Fax:

602,296,3311

Fax:

813.829.2359

- Independent Contractors. This Agreement and the relations hereby established do not constitute a partnership, joint venture, franchise or agency between the Parties. Both parties are independent contractors acting for their own accounts and neither is authorized to bind, or attempt to bind, the other to any contract, general warranty, covenant or undertaking of any nature whatsoever unless authorized in writing. Neither party shall have the authority to accept delivery, collect or otherwise take possession of any funds or other property of the other party, and if done so inadvertently, shall immediately notify the other party, shall hold same in trust and shall immediately deliver same to the other party. In all matters relating to this Agreement neither party nor such party's employees or agents are, or will act, as employees of the other party within the meaning of any federal or state laws.
- 12.6 Severability. If any provision of this Agreement shall for any reason be held to be invalid, illegal or unenforceable in any respect, such invalidity, illegality or unenforceability shall not affect any other term or provision hereof. The Parties agree that they will negotiate in good faith or will permit a court to replace any provision hereof so held invalid, illegal or unenforceable with a valid provision, which is as similar as possible in substance to the invalid, illegal or unenforceable provision.
- Entire Agreement And Modifications. This Agreement together with any appendices, exhibits and attachments constitute the entire agreement between the Parties with regard to the subject matter hereof and supersedes all prior, agreements and understandings, whether written or oral, relating to the subject matter hereof. This Agreement may only be modified by a written instrument duly executed by each Party, making specific reference to this Agreement and to the clause to be modified.
- Captions. Where provided, captions of the sections and subsections of this Agreement are for reference purposes only and do not constitute terms or conditions of this Agreement, and shall not limit or affect the terms and conditions hereof.
- 12.9 Waiver. No provision of, right, power or privilege under this Agreement shall be deemed to have been waived by any act, delay, omission or acquiescence on the part of either Party, its agents, or employees, but only by an instrument in writing signed by an authorized officer of each Party. No waiver by either Party of any breach or default of any provision of this Agreement by the other Party shall be effective as to any other breach or default, whether of the same or any other provision and whether occurring prior to, concurrent with, or subsequent to the date of such waiver.

11/20/00

Page 11

Intermedia Communications, Inc.

- 12.10 <u>Counterparts</u>. This Agreement may be executed in multiple counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument. In making proof of this Agreement, it shall not be necessary to produce or account for more than one such counterpart.
- 12.11 <u>Force Majeure</u>. Neither Party shall have any liability to the other for delays resulting from any "Event of Force Majeure" or from any act or omission of the such other Party. An Event of Force Majeure shall include without limitation any delay or failure in performance due to acts of God, earthquake, labor disputes, changes in law, regulation or government policy, riots, war, fire, epidemic, acts or omissions of vendors or suppliers, equipment failures, transportation difficulties, or other occurrences which are beyond the affected Party's reasonable control.

12.12 <u>Conflicts</u>. To the extent the terms of this Agreement and the MOU conflict, the terms of this Agreement shall be controlling.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed by their duty authorized representatives as of the date first written above.

Signature:	Signature At Ween HVV2M
Printed Name: Brid Steinmeyer	Printed Name: Kathleen A. Victory
Title: UP PARTHER DEVELOPMENT	Title: VP Product Line Management
Date: ///27/00	Date: November 20, 2000

11/20/00

EffectNet, L.L.C.

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### APPENDIX P (Pricing)

EffectNet shall offer the following products to Intermedia at the prices attached thereto as follows:

\$11.45 per month for each basic account with all platform usage and inbound call times on the EffectNet platform an additional \$.10 per minute. The basic account includes unlimited free on-line usage including checking e-mails, faxes, etc... Outbound calling will be \$.10 per minute. This package includes customer service and technical support. All basic accounts will be billed a base subscription price of \$ 6.00 for the first calendar month of activation partial or full, and \$11.45 for any calendar month thereafter partial or full.

#### 2 Unlimited

\$27.40 per month for each unlimited account with unlimited free platform usage and inbound call time included. Outbound calling will be \$.10 per minute. The unlimited account includes unlimited free on-line usage including checking e-mails, faxes, etc. Outbound calls include conference calls (per member), outbound long distance, outbound fax, follow me, notification, return calls, etc. All unlimited accounts will be billed a base subscription price of \$ 14.00 for the first calendar month of activation partial or full, and \$27.40 for any calendar month thereafter partial or full.

Intermedia shall be responsible for any and all expenses incurred related to the completion of the Virtual Private Network ("VPN"). No expenses shall be incurred on behalf of Intermedia for the VPN without prior consent from Intermedia.

11/20/00

# **EXHIBIT G**

RE Technical Reqmts for Training From: Kerrigan, Jack G. (EXCH) [JGKerrigan@intermedia.com] Sent: Friday, October 27, 2000 1:00 PM To: 'Javid Freeman'; 'Kerrigan, Jack G. (EXCH)' Subject: RE: Technical Reqmts for Training

All training folks from our side will be present in the same room with your trainer...not remote trainees is anticiapted.

### jack

----original Message----

From: Javid Freeman [mailto:JavidF@phx.effectnet.net]

Sent: Friday, October 27, 2000 1:55 PM
To: 'Kerrigan, Jack G. (EXCH)'; Javid Freeman
Subject: RE: Technical Reqmts for Training

Worse case scenario we can make due with a good speaker phone.

Javid Freeman Project Manager mailto:jfreeman@effectnet.com Effectnet LLC Kate: 1-888-539-5857

----Original Message----From: Kerrigan, Jack G. (EXCH) [mailto:JGKerrigan@intermedia.com] Sent: Friday, October 27, 2000 10:06 AM
To: 'Javid Freeman'; 'Kerrigan, Jack G. (EXCH)'
Subject: RE: Technical Reqmts for Training

Importance: High

I think a Phone for each user will be a problem given we use a conference room or training room, but i will check. A laptop with internet access should be doable. The projector I assume is the type you would use on a PC to project on a wall to see the entries a trainer would use screen by screen...

One telephone for the trainer should not be a problem.

### Jack

----Original Message----From: Javid Freeman [mailto:JavidF@phx.effectnet.net] Sent: Friday, October 27, 2000 12:36 PM To: 'Kerrigan, Jack G. (EXCH)'

Subject: RE: Technical Reqmts for Training

One computer w/ Internet connectivity and a telephone for each person. One projector, laptop and telephone for the trainer.

#### Thanks,

Javid Freeman Project Manager mailto:jfreeman@effectnet.com EffectNet LLC Kate: 1-888-539-5857

WS00276

Page 1

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### RE Technical Reqmts for Training

From: Kerrigan, Jack G. (EXCH) [mailto:JGKerrigan@intermedia.com]
Sent: Friday, October 27, 2000 7:14 AM
To: 'Javid Freeman'
Subject: Technical Regmts for Training

Importance: High

Javid,

What type of technical requirements, if any, do we need to provide in the way of a training environment for your team to be able to provide the training targeted for Nov 8-10.

Jack

Page 2

WS00277

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EffectNet Training
From: Kerrigan, Jack G. (EXCH) [JGKerrigan@intermedia.com]
Sent: Tuesday, October 31, 2000 1:52 PM
To: 'Javid Freeman'
Cc: Carol Vigor; Diane Stevens; Donna Serdinak; George Spyros; Jack
Kerrigan; Jhan West; Jim Renforth; Leonard Jasczak; Mark Haff; Ralph
Stolz; Rebecca Wells; Sherrie Baughman; Sylvia Chapman; Theresa Blake;
Wanda Friend; Wendy Webber; Yvonne Brown
Subject: EffectNet Training

Importance: High

Follow Up Flag: Follow up Due By: Tuesday, October 31, 2000 6:00 PM Flag Status: Flagged

David,

We have an expected total headcount of TEN for the three training subjects your team plans to cover in one full day the week of 11/13-11/17. Is there any reason we could not lock down the date as wed. 11/15 for the training Please let me know.

As soon as you can get me the training materials, I will pass them along to the folks who will be attending the session.

Thanks,

Jack

HR CS&NO = 3 Cust Care =

Page 1

PH 00696

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# **EXHIBIT H**

RE Your New Unified Messaging Account

From: Kerrigan, Jack G. (EXCH) [JGKerrigan@intermedia.com] Sent: Monday, April 09, 2001 8:37 AM

To: Webber, Wendy D. [EXCH]; Renforth, Jim [EXCH]; 'Javid Freeman'

```
Cc: Baughman, Sherrie (EXCH)
Subject: RE: Your New Unified Messaging Account
 Importance: High
Your "Happy Dance?".....That's good for a Monday....
I actually went in a tried a test already this morning and they have provided the screen to enter in multiple accounts like we once had, but lost....Here's the thing though. After it provisioned the account and we got the confirmation natice, I pressed the indicator at the bottom of the
got the confirmation natice, I pressed the indicator at the bottom of the screen to go back and provision another account, like an AC would...problem! When I did this, it brouhgt me back to the original order entry screen that permits onely one mailbox to be entered. It appears they forgot to map the path back to the revised screen they just provided...This is a minor thing to correct, so I'm sure we'll have this back this morning sometime, but I wanted you to be aware of it....
Go ahead and give it at test....use this input to permit Javid and the gang to strip it out later as a "test" for the Name used Billy Hutton and use MBA accout 0007...these tow indicators will tell everyone this is a test
 order....
 Jack
     ----original Message----
    From: Webber, Wendy D. [EXCH]
Sent: Monday, April 09, 2001 9:30 AM
To: Renforth, Jim [EXCH]; 'Javid Freeman'
Cc: Kerrigan, Jack G. (EXCH)
Subject: RE: Your New Unified Messaging Account
 > , To:
 >
>
     You can't see it, but I'm doing my happy dance, right now!
                   ----Original Message----
From: Renforth, Jim [E
                                   Rentorth, Jim [EXCH]
Monday, April 09, 2001 8:30 AM
'Javid Freeman'
Kerrigen
                   Sent:
                   To:
                                    Kerrigan, Jack G. (EXCH); Webber, Wendy D. [EXCH]
. RE: Your New Unified Messaging Account
                   Subject:
                   Terrific! Then I should not have to follow up with each of them,
     right?
 >
                   I received your voice mail message and forwarded it to Jack.
     Thanks for jumping on top of the remaining issues. If all items to be delivered today, we should be in good shape for the hand-off to Wendy Webber for finalizing the training curriculum.
                                                                                                                                   If all items are
                    Jack will coordinate.
                   Thanks again.
                   Dim
                                                      ----Original Message----
                                                      From:
                                                                      Javid Freeman
      [mailto:JavidF@phx.effectnet.net]
                                                      Sent:
                                                                      Friday, April 06, 2001 4:47 PM
```

Page 1

```
RE Your New Unified Messaging Account
To: 'Renforth, Jim [EXCH]': Javid Freeman
Subject: RE: Your New Unified Messaging
   Account
                            Importance:
                                              High
                            We have been calling them directly as Intermedia
   Support and helping them
                            over the phone.
                            I just talked with my Dir. of IT/IS and I should be
>> able to address your
                            Intermedia UM project concerns at 2:30 my time.
   would you like me to send
                            everyone on the team an email or would you like me
   to call you directly?
                            Javid Freeman
                            EffectNet Inc.
                            jfreeman@effectnet.com
Phone/Fax (888)539-5857
                            ----Original Message----
                            From: Renforth, Jim [EXCH]
   [mailto:]Renforth@intermedia.com]
                            Sent: Friday, April 06, 2001 1:22 PM
To: 'Javid Freeman'
                            Subject: RE: Your New Unified Messaging Account
                            Javid,
                            What contact with the users has been done?
                            Yes, I'll need the detailed information on each one,
   please; i.e., missing
                            web passwords, email receipt data for those
   completely missing, etc.
                            Thank you.
                            Jim .
                                               ----Original Message-----
From: Javid Freeman
   [mailto:JavidF@phx.effectnet.net]
                                                        Friday, April 06, 2001 4:14
                                               Sent:
                                                        'Renforth, Jim [EXCH]'
RE: Your New Unified
                                               Subject:
   Messaging Account
                                              Importance:
                                                                High
>
                                              Jim,
                                              I have been sending these to our
> call center and they have
                            been taking care
                                              of them. Did you want me to send you
> confirmation on all of
                            your emails?
                                             Page 2
```

```
Your New Unified Messaging Account
                                          Thanks,
                                          Javid Freeman
                                          EffectNet Inc.
                                          jfreeman@effectnet.com
                                          Phone/Fax (888)539-5857
                                          ----Original Message----
From: Renforth, Jim [EXCH]
[mailto:JRenforth@intermedia.com]
                                          Sent: Friday, April 06, 2001-12:12
                                          To: 'jfreeman@effectnet.com'
Cc: 'Coldren, James R. (EXCH)'
Subject: RE: Your New Unified
Messaging Account
                                          Importance: High
                                          Oh PHOOEY!
                                          Javid,
                                          Jim Coldren (in our group) was on
the most recent list to
                        receive an
                                          account, but has not seen anything.
                                          Will you please verify that his name
was processed and get
                        the email receipt
                                          and fulfillment sent to him?
                                          Thanks.
                                          Jim
                                                             ----Original
Message----
                                                            From:
                                                                     Coldren.
James R. (EXCH)
                                          [mailto:JRCOLDREN@intermedia.com]
                                                            Sent:
                                                                     Friday,
April 06, 2001-3:08 PM
                                                            To:
                                                                      'Renforth,
Jim [EXCH]'
                                                            Subject:
                                                                              RE:
Your New Unified
                        Messaging Account
                                                            this is the only
thing I received !!
                                                             ----Original
Message----
                                                             From: Renforth, Jim
[EXCH]
                         [mailto:JRenforth@intermedia.com]
                                                             Sent: Thursday,
April 05, 2001 11:59 AM
                                                            To:
'BLADDAMUS@intermedia.com';
                                         Page 3
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RE Your New Unified Messaging Account
                         AFAgnes@intermedia.com';
 'PAguilar@intermedia.com'
                         CLAmero@intermedia.com';
 'MJAmes@intermedia.com'
                        'NAmman@intermedia.com';
 'BGAnic@intermedia.com';
'LCAnoceto@intermedia.com';
 KRArms@intermedia.com';
'RHArnold@intermedia.com';
 ACArtze-Chau@intermedia.com'
                        'JPAtchley@intermedia.com';
 GBaack@intermedia.com
                        BLBaker@intermedia.com';
 RTBalazs@intermedia.com';
                        'DKBaldino@intermedia.com';
 BWBarton@intermedia.com';
                        SMBarton@intermedia.com';
'RDBeattie@intermedia.com';
                        'SBegg@intermedia.com':
'MABenavidez@intermedia.com';
'DABendl@intermedia.com';
'MABennett@intermedia.com';
                        SBENNETT@intermedia.com';
'DBENNETT@intermedia.com';
                        'JRBerke@intermedia.com';
'MABermudez@intermedia.com';
'DBerry@intermedia.com';
'GWBLACKBURN@intermedia.com';
'PEBlanford@intermedia.com';
'TABlythe@intermedia.com';
'JTBoatwright@intermedia.com';
'WLBodensteiner@intermedia.com'
                        CMBOLAND@intermedia.com';
'DMBowen@intermedia.com';
'SRBowen@intermedia.com';
'WBowling@intermedia.com';
                       'JMBoyd@intermedia.com';
'JCBOYT@intermedia.com'
                        CABragg@intermedia.com';
'MWBrandon@intermedia.com';
                        LCBRANNEN@intermedia.com';
'KABrasch@intermedia.com';
                                       Page 4
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RE Your New Unified Messaging Account
                          JBrown@intermedia.com';
 'JLBROWN@intermedia.com';
'EX@intermedia.com';
 'EBRUMMETT@intermedia.com';
'JJBuchanan@intermedia.com';
 'RCBudrow@intermedia.com'
                         'JTBui@intermedia.com':
 'DJBullett@intermedia.com';
                         'AWBurd@intermedia.com';
 'Mwilliams-Burke@intermedia.com';
'PMBurkey@intermedia.com';
'MGBurns@intermedia.com';
'SLCalder@intermedia.com';
 'KSCallender@intermedia.com';
                         SECampbell@intermedia.com';
 'PLCampodonico@intermedia.com';
                         'DCannone@intermedia.com':
'JKÇanterbury@intermedia.com';
'TLCape@intermedia.com';
'APCardamone@intermedia.com';
'MPCardenas@intermedia.com';
 'AJCausey@intermedia.com';
                        'CHCLAGG@intermedia.com';
'JLClark@intermedia.com'
                         GCleary@intermedia.com';
'KDCoffman@intermedia.com';
'JRCOLDREN@intermedia.com';
'MJConely@intermedia.com';
                        'RRConnors@intermedia.com';
 JLCOONEY@intermedia.com';
                        'DMCopeland@intermedia.com';
'JVCORONA@intermedia.com';
'JCCosta@intermedia.com';
'PMCottone@intermedia.com';
                        'MCrakel@intermedia.com';
'JACranfield@intermedia.com';
                        'SCCrockett@intermedia.com';
'JGCrosby@intermedia.com';
                        'JECROW@intermedia.com';
'SCCurtin@intermedia.com';
'JEDaly@intermedia.com';
'CNDavies@intermedia.com':
                                        Page 5
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RE Your New Unified Messaging Account 'VLDeBacco@intermedia.com';
 'MDeen@intermedia.com'
                       'SSDeering@intermedia.com';
'DDDelgado@intermedia.com';
'CRKeene@intermedia.com';
'KMDerbish@intermedia.com'
                        'JHDERRICK@intermedia.com':
'AJDEVINE@intermedia.com';
'WWDills@intermedia.com';
 VJDohmann@intermedia.com'
                        EX@intermedia.com';
'DDomico@intermedia.com';
                        'DwDomke@intermedia.com';
 TGDotson@intermedia.com'
                        'LDDrozdowski@intermedia.com';
'LIDSA@intermedia.com'
                       'AGDucharme@intermedia.com';
'KDuncan@intermedia.com';
'PFDuvernet@intermedia.com';
'EFDybas@intermedia.com';
'SEgosi@intermedia.com';
'WGEisenmann@intermedia.com';
'AMElias@intermedia.com';
'MEllington@intermedia.com';
'MAEllison@intermedia.com';
'JKFairchild@intermedia.com';
. 'JMFalconer@intermedia.com';
'PJFELBER@intermedia.com';
                       'VDFelicione@intermedia.com';
'KMFerguson@intermedia.com';
'RMFernandez@intermedia.com';
'JAFerrandes@intermedia.com';
'SFRASIER@intermedia.com';
'RBFulco@intermedia.com';
'PEFuller@intermedia.com';
'SSFuller@intermedia.com';
                       DWFuquay@intermedia.com';
'TGalper@intermedia.com';
'AGarcia@intermedia.com';
'CJGeary@intermedia.com';
                                       Page 6
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RE Your New Unified Messaging Account
'NJGentile@intermedia.com';
 'DWGiese@intermedia.com'
                          EGiglio@intermedia.com';
'JJGILLESPIE@intermedia.com';
'CMGinter@intermedia.com';
 'RGOHRINGER@intermedia.com';
'WJGottschall@intermedia.com';
 'WDGrain@intermedia.com';
'SRGrizzle@intermedia.com';
'JSGuccione@intermèdia.com';
'DJGumbert@intermedia.com';
'BDHaller@intermedia.com';
'MHAMILTON@intermedia.com';
 'JMZoellner@intermedia.com';
'ESHarlin@intermedia.com';
'HVHarris@intermedia.com';
                          'RWHarris@intermedia.com';
 'JLHarter@intermedia.com':
                         'JRHartman@intermedia.com';
'GTHartnett@intermedia.com';
'JCHazekamp@intermedia.com';
'MLHEDGE$@intermedia.com';
'JFHeinzelmann@intermedia.com';
'DEHeitman@intermedia.com';
                         'ALHenick@intermedia.com';
 PJHewelt@intermedia.com
                         'WHiggenbotham@intermedia.com';
 JAHill@intermedia.com';
'CHINDSMAN@intermedia.com';
 JAHitchcock@intermedia.com';
'RSHOCHDORF@intermedia.com';
'AJHock@intermedia.com';
'BAHodges@intermedia.com';
 JDHodges@intermedia.com'
                         GRHooper@intermedia.com';
'AWHORN@intermedia.com';
'MJHoulihan@intermedia.com';
'BJHouston@intermedia.com';
'WBHowell@intermedia.com';
'JWHowerton@intermedia.com';
                         NLHubschman@intermedia.com';
'CWHuff@intermedia.com';
                                         Page 7
```

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Your New Unified Messaging Account
                        MRHUTCHINGS@intermedia.com
'SPIbrahim@intermedia.com';
                        JVIRISH@intermedia.com':
'JSJACKSON@intermedia.com';
'SEJackson@intermedia.com';
 'JCJackson@intermedia.com';
                        DMJennings@intermedia.com';
'AGJohnson@intermedia.com';
                        'JAJohnson@intermedia.com';
 'WAJohnson@intermedia.com';
                        WLJohnson@intermedia.com';
'ALKeitt@intermedia.com'
                        'RJKENNEDY@intermedia.com';
'LJKentfield@intermedia.com'
                        WHKidder@intermedia.com';
'DKinnard@intermedia.com';
                        EMKLEIN@intermedia.com';
'PLMEIER@intermedia.com';
'TEKOPAC@intermedia.com';
'LSKraynick@intermedia.com';
'SSNovello@intermedia.com';
'RALaguerra@intermedia.com';
                        'Alland@intermedia.com';
'MALANGKAN@intermedia.com'
                        SMLaverty@intermedia.com';
'www.awson@intermedia.com';
                        CMLayland@intermedia.com';
'BLLazicki@intermedia.com';
                        JJLEAF@intermedia.com';
'JJLEBOURGEOIS@intermedia.com';
                        HMLEDER@intermedia.com';
'MLegault@intermedia.com';
                        VLLemon@intermedia.com';
'RSLentz@intermedia.com';
'AFLeone@intermedia.com';
'EMLichenstein@intermedia.com';
'DDLinder@intermedia.com';
'PMLipham@intermedia.com';
                        'SLogan@intermedia.com';
'JLLong@intermedia.com';
'MMLOVE@intermedia.com';
'RALozano@intermedia.com';
                                       Page 8
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```
RE Your New Unified Messaging Account
                       DBMACEWEN@intermedia.com';
 'NWMarks@intermedia.com';
'JMarsjanik@intermedia.com';
 'RJMartin@intermedia.com';
                       SAMartin@intermedia.com';
 'RJMartin@intermedia.com';
                       'DIMartinez@intermedia.com';
'PMaslia@intermedia.com';
                       'DVMATHENY@intermedia.com';
'FJMatheus@intermedia.com';
                       MAMCBride@intermedia.com';
 CKMcClellan@intermedia.com';
                       'ARMcCoy@intermedia.com':
'NJMCCOY@intermedia.com';
'TFMCDONNELL@intermedia.com';
'TNMcGee@intermedia.com';
'SRMCGRATH@intermedia.com';
'MVMCKINNIS@intermedia.com';
'GMMCKnight@intermedia.com';
'PMMCNAIR@intermedia.com'
                       SAMedve@intermedia.com';
'MMeier@intermedia.com'
                      'MKMellecker@intermedia.com';
'AIMESA@intermedia.com'
                      'DOMEYERGintermedia.com';
'DRMILLIMAN@intermedia.com';
'KDMills@intermedia.com';
'FKMintz@intermedia.com';
                       TMiranda@intermedia.com';
RFMisick@intermedia.com':
                      SEMorlier@intermedia.com';
'JMMucha@intermedia.com';
'MMyhand@intermedia.com';
'TDNelson@intermedia.com';
                      TANEUFELD@intermedia.com';
'BANovario@intermedia.com';
                      AMOConnell@intermedia.com';
'DLOden-Slaughter@intermedia.com';
'DJOdom@intermedia.com';
MO'Donnell@intermedia.com';
                                     Page 9
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Your New Unified Messaging Account
                        KHOrgan@intermedia.com'
 AOrizondo@intermedia.com';
                        BNOsterman@intermedia.com':
'AMOSTREGA@intermedia.com';
'TJOwens@intermedia.com';
'DOzoemelam@intermedia.com'
                        CPacheco@intermedia.com';
'RDPADGETT@intermedia.com';
                        EEPagano@intermedia.com';
'LRPARCEWSKI@intermedia.com'
                        WAParker@intermedia.com';
'LJPeccoralo@intermedia.com';
                       DPedreira@intermedia.com';
'SSPegram@intermedia.com';
'BGPennetti@intermedia.com';
'MDPETERS@intermedia.com';
'TAPetway@intermedia.com';
'JPike@intermedia.com';
'JenniferP@intermedia.com';
'SSPANGENBERGER@intermedia.com'
                       'CDPirant@intermedia.com';
'NAPopa@intermedia.com';
'APovio@intermedia.com';
'TWPOWER@intermedia.com';
'LPrather@intermedia.com';
'WCPricket@intermedia.com';
                       Mpryslak@intermedia.com':
'JMRALEY@intermedia.com';
. 'SLRambo@intermedia.com';
'LSRECTOR@intermedia.com';
                       DARenbjor@intermedia.com';
'JJRepp@intermedia.com';
'KEREVEL@intermedia.com';
'FReyes@intermedia.com
                       ;
'SDRhoades@intermedia.com';
'SKRichard@intermedia.com'
                        KDRiddle@intermedia.com';
'JSRisley@intermedia.com';
                       MGRoberts@intermedia.com':
'VMRoberts@intermedia.com';
                        MRoderer@intermedia.com';
'MJRogers@intermedia.com';
                                      Page 10
```

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Your New Unified Messaging Account
                         MSRoman@intermedia.com';
  BIRome@intermedia.com
                         GARomero@intermedia.com';
 GMROSA@intermedia.com
                         MHRosenzweig@intermedia.com';
 ATRoss@intermedia.com'
                         RAROWE@intermedia.com';
 'JRRUCKERT@intermedia.com'
                        'DASakalauski@intermedia.com';
 'PTSattazhan@intermedia.com';
                         TLSatterly@intermedia.com';
 'CCSaunders@intermedia.com';
                        BASavage@intermedia.com';
 JASavino@intermedia.com';
                        DLŚCALF@intermedia.com';
'JDSchildhorn@intermedia.com';
                        'MRSCHNEIDER@intermedia.com';
 'RASchneiderman@intermedia.com';
                                         'WCSchroyer@intermedia.com'
 'RASchwuchow@intermedia.com';
                        AMSerrano@intermedia.com';
 TJSHARABBA@intermedia.com';
'Lauras@intermedia.com';
'LDShaw@intermedia.com';
'O6Sheldon@intermedia.com';
 'RMShoemaker@intermedia.com';
                                        'NCShort-Ackerman@intermedia.com';
'PKSidorenko@intermedia.com';
'CSSILVERMAN@intermedia.com';
 'JSSimpson@intermedia.com';
                        SSirokman@intermedia.com';
'DJSirokman@intermedía.com';
'BRSivulich@intermedia.com';
 BMSommer@intermedia.com';
                        GSpano@intermedia.com';
'JPSpecht@intermedia.com';
                       'BJSPOOR@intermedia.com';
'SSTADEL@intermedia.com';
'TDSteegman@intermedia.com';
'JMStJohn@intermedia.com';
                       'DLStouffer@intermedia.com';
'DSullivan@intermedia.com';
                                      Page 11
```

```
RE Your New Unified Messaging Account
                        EFSustrick@intermedia.com';
BRTanner@intermedia.com'
                        'JATeichert@intermedia.com';
'CLBrown@intermedia:com';
'JATHOMPSON@intermedia.com';
BETierman@intermedia.com';
                        'JTTOLLETTE@intermedia.com';
'PCTouchstone@intermedia.com';
'JMTower@intermedia.com';
'GDTowns@intermedia.com';
'WMTuttle@intermedia.com';
'DBVance@intermedia.com';
'SJVanGorder@intermedia.com';
'LSVanNatta@intermedia.com';
                        'MJVAUGHN@intermedia.com';
'TMVALEAZ@intermedia.com';
'HCVillanueba@intermedia.com';
'DAVining@intermedia.com';
'SMWagner@intermedia.com';
'MEWAGNER@intermedia.com';
'GMWALKEY@intermedia.com';
'dwall@intermedia.com';
                        CWallace@intermedia.com';
'TDWantroba@intermedia.com'
                        RSWeis@intermedia.com';
'Mowells@intermedia.com';
'MwWenner@intermedia.com';
'WMWerner@intermedia.com';
'JFWesterhoff@intermedia.com';
'ALWhite@intermedia.com';
                        'HCWHITE@intermedia.com';
'VLWhitehead@intermedia.com'
                        'BDWhitley@intermedia.com';
'Mwickline@intermedia.com';
'EBWilson@intermedia.com';
 JMWILSON@intermedia.com';
   'ACWind@intermedia.com';
 TDWitt@intermedia.com';
'WSWolf@intermedia.com';
'EKYoung@intermedia.com';
'MYounts@intermedia.com';
'ASYurdin@intermedia.com';
                                        Page 12
```

```
RE Your New Unified Messaging Account
                       PZamfir@intermedia.com'
'jfreeman0effectnet.com';
'bsteinmeyer0effectnet.com';
Lett, Wanda
                                                        L.; Kerrigan, Jack
G. (EXCH); Baughman,
                      Sherrie (EXCH)
                                                        Subject: Your New
Unified Messaging Account
                                                        Within the past day
or two, you received an
                      electronic
                                       fulfillment email
                                                        message informing
you of your new Unified
                      Messaging Account.
                                                        Some of these email ...
receipts were missing
                      the Web Site
                                       Password.
                                                     If this is the case
for your account, please
                    : accept our
                                       apologies for the
                                                        inconvenience.
                                                        Intermedia's Unified
Messaging vendor
                       (EffectNet) is working
                                       today on
                                                        identifying the
software glitch that caused
                      this omission
                                       and will be
                                                        re-sending your
email receipt with the
                      missing information
                                       added.
                                                        Thanks for your
patience-even though you
                     cannot access your
                                       personal web
                                                        page, the
functionality of the box is still
                      usable via your
                                        toll free number
                                                        and voice response.
                                                        Jim Renforth
```

Page 13

# **EXHIBIT I**

Officer Launch From: Renforth, Jim [EXCH] [JRenforth@intermedia.com] Sent: Wednesday, April 11, 2001 3:56 PM To: 'jfreeman@effectnet.com'; 'bsteinmeyer@effectnet.com'

Subject: Officer Launch

Importance: High

Brad,

We're tentatively looking at either May 7th or 14th for the Officer/Voice Product Leadership Team presentation here at headquarters in Tampa.

Local Marketing is working with the executive team right now to finalize the date and agenda.

I'll follow up with you as soon as I know.

Javid,

Attached is a copy of the existing Officer/VPLT roster. These people have had accounts provisioned for them already, but it is uncertain whether their accounts have been migrated to the intermediamail.com platform. I do not think they have because I did not receive their user@intermediamail.com cmailto:user@intermediamail.com

This needs to be done and the email receipts sent to me prior to the upcoming meeting/presentation.

<<Officers\_VPLT\_Accounts.xls>>

Thanks.

Jim

Page 1

LastName	FirstName	Business Tel#	eMail ID	Exchar
Black	Richard	(813) 829-2503	RGBlack	<b>RGBlac</b>
Buyens	Rick	(813) 829-2562	RJBuyens	RJBuye
Collins	Craig	(301) 847-6552	CLCollins	CLColli
Сотао	Paul	(813) 829-4635	PCorrao	РСопа
Decker	Michelle	(813) 829-6866	MLAugier	MLAugi
Dimperio	Michael	(813) 829-4900	MDimperio	MDimp
Fincher	Robert	(813) 829-3881	RDFincher	RDFino
Galvez	Mario	(813) 829-2493	MLGALVEZ	MLGAL
Gold	Heather	(813) 829-4867	HGold	HGold@
Graham	Kerry	(813) 829-2837	KGraham	KGraha
Henkel	James	(813) 829-4829	JHHenkel	JHHenl
Hooks	William	(813) 829-4330	WJHooks	WJHoo
Howe	Davis	(813) 829-3702	DDHowe	DDHow
Kiefer	James	(813) 829-4362	JKKeifer	JKKeife
Kurlin	Pat	(813) 829-2438	PAKURLIN	PAKUR
Lawless	Raymond	:(813) 829-6721	RLLawless	RLLaw
Lopez	Ruben	(813) 829-6651	RPLopez	RPLope
Manning	Robert	· (813) 829-2403	<b>RMMANNING</b>	RMMA
Marchant	Richard	(813) 829-4020	RWMarchant	<b>RWMa</b>
Mitchell	Lloyd ·	(203) 882-3927	LAMitchell	LAMitcl
Nunziata	John -	(201) 785-8704	JJNUNZIATA	NUNLL
Randels	Michael	(813) 829-4676	MJRandels	<b>MJRan</b>
Ray	Mark	(813) 829-6583	MARay	MARay
Rochfort	Bill	(615) 238-2010	BRochfort	BRochi
Ruberg	David	(813) 829-2401	DCRUBERG	DCRU
Tubb	Mark	(813) 829-2408	MHTubb .	MHTub
Tuck	Timothy	(813) 829-2218	TNTUCK	TNTUC
Victory	Kathiy	(813) 829-6703	KAVictory '	KAVict
Walters ·	Jeanne	(813) 829-2456	<b>JMWALTERS</b>	JMWAI
Westich	Michelle	(813) 829-2415	MLWESTICH	MLWE

nge eMail Address ck@intermedia.com ens@intermedia.com lins@intermedia.com o@intermedia.com gier@intermedia.com perio@intermedia.com cher@intermedia.com LVEZ@intermedia.com @intermedia.com am@intermedia.com nkel@intermedia.com oks@intermedia.com we@intermedia.com fer@intermedia.com RLIN@intermedia.com vless@intermedia.com. ez@intermedia.com NNING@intermedia.com archant@intermedia.com chell@intermedia.com VZIATA@intermedia.com ndels@intermedia.com y@intermedia.com nfort@intermedia.com BERG@intermedia.com bb@intermedia.com CK@intermedia.com tory@intermedia.com LTERS@intermedia.com STICH@intermedia.com

New intermediamail Address RGBlack@intermediamail.com RJBuyens@intermediamail.com CLCollins@intermediamail.com PCorrao@intermediamail.com MLAugier@intermediamail.com MDimperio@intermediamail.com RDFincher@intermediamail.com MLGALVEZ@intermediamail.com HGold@intermediamail.com KGraham@intermediamail.com JHHenkel@intermediamail.com WJHooks@intermediamail.com DDHowe@intermediamail.com JKKeifer@intermediamail.com PAKURLIN@intermediamail.com RLLawless@intermediamail.com RPt.opez@intermediamail.com RMMANNING@intermediamail.com RWMarchant@intermediamail.com LAMitchell@intermediamail.com JJNUNZIATA@intermediamail.com MJRandels@intermediamail.com MARay@intermediamail.com BRochfort@intermediamail.com DCRUBERG@intermediamail.com MHTubb@intermediamail.com TNTUCK@intermediamail.com KAVictory@intermediamail.com JMWALTERS@intermediamail.com MLWESTICH@intermediamail.com

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		E-Mail	Address																																															
		Contact	Phone																																															
		Сотрапу	Information	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm	Intermedia Comm			
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# **EXHIBIT J**

	anter no	Cola Communications, Inc.
intermedia	InternediaOne	IMerixa
	TEMENTATUS:	
Jim Renforth	Marketing – Sr. Product Mgr.	813/829-4962
	JRENFORTH@ Intermedia.com .	
Sherrie Baughman	Marketing Sr. Product Mgr.	813/829-2494
	SBAUGHMAN@Intermedia.com	
Wanda Friend	Sr. Mgr – Customer Care	. 813/829-2594
•	WEFRIEND@Intermedia.com	
Carol Vigor	Customer Billing Operations Mgr.	813/829-4148
,	CAVIGOR@Intermedia.com	
Theresa Blake	Sales Operations – Account Consulting	813/829-2777
-	TMBLAKE@Intermedia.com	
Donna Serdinak	Billing Operations	813/829-6961
	DJSERDINAK@Intermedia.com	1
Jhan West	Sales Operations Mgr	813/829-6904
	JAWEST@Intermedia.com	
Len Jasczak	HR-Training	813/829-2807
	LAJASCZAK@Intermedia.com	
Brian Pruitt	Network Operations	813/829-2573
	JBPRUITT@Intermedia.com	
Jack Kemigan	Program Manager	813/829-2064
	IGKERRIGAN@Intermedia.com	
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USF - Advanced Data IS Projects

# **EXHIBIT K**

### Javid Freeman

From:

Renforth, Jim [EXCH] [JRenforth@intermedia.com] Thursday, March 15, 2001 8:23 AM "freeman@effectnet.com" Forecast Template

Sent: To: Subject:



Forecast Template.xls

<<Forecast Template.xls>>

Here's your completed copy.

- Jim

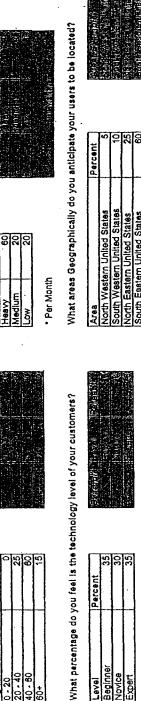
customer population to use long distan

Intermedia Forecast Template

Zone	January	February	March	April	May	June	July	August	September	October	November	December	Tota/
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	Percent 60 20	Type Heavy Medium	(S) (Constitution (Constitutio	Percent 0	Age 0 - 20 20 - 40
anticipate your	What percentage do you anticipate your	What per	What percent of each age group best fits your customers?	age group bes	What percent of each
			•	S C	Demographic Questions
	1013				Marine Comment
1 2 1					





.



## **EXHIBIT** L

### **Brad Steinmeyer**

From: Sent: To:

Subject:

Renforth, Jim [EXCH] [JRenforth@intermedia.com] Tuesday, November 28, 2000 12:31 PM 'rblanch@effectnet.com'; 'fireeman@effectnet.com' Intermedia UM 2001 Forecast



UM\_Forecast\_2001 ak.

<<UM\_Forecast\_2001.xls>> Forecast from ramp up through December 2001.

Ratio: Basio/Unilmited 75/26

PH 00755

# **EXHIBIT M**





Based upon joint meetings held between EffectNet and Intermedia, Sept. 14 & 18, the following tentative process was discussed and in general agreed to. A formal process needs to be documented by Intermedia. What follows is a summary of the results of these meetings.

### Provisioning and Fulfillment

- 1. Intermedia desires to perform their own provisioning and fulfillment for communiKATE (KATE), i.e., endusers will work directly with Intermedia to create a KATE account and receive user materials.
  - To provision a KATE account to a new subscriber, Intermedia Account Consultant will access an EffectNet provided WEB page for entry of a Unified Message order. The Web site will provide a formatted input form that will request all relevant information required to activate service, including the email ID of the Account Consultant.
  - EffectNet will activate service within 24 hours, then notify the originator (AC) via email, that the ordered service has been activated.
  - Billing to Intermedia will begin with the activation.
  - Format of returned information from EffectNet about an order still needs to be finalized with EffectNet.
  - Hours for support of Order Entry still needs to be finalized.
  - Short term, Intermedia will receive use Effect Net provided 800 numbers.
  - Long Term, Intermedia will provide Intermedia 800 numbers to be used.
- Intermedia desires to brand end-user materials (hard copy and or soft copy).
  - a. Effectnet will provide Intermedia with KATE end-user materials (softcopy) for branding.
  - Going forward, Intermedia will receive Effectnet's updates to the end-user materials.

### Billing

- Effectnet will send Call Detail Records (CDR) to Intermedia, and Intermedia will bill the end-users.
  - a. On a daily schedule, Effectnet will send CDRs to Intermedia. The CDRs will have a one day lag time, e.g., Monday's CDRs will be sent on Tuesday, and Tuesday's CDRs will be sent on Wednesday, etc.
  - b. CDRs will be sent via SCP (secured copy). Further discussion is needed on this transmission.
  - c. EffectNet has provided their CDR format to Intermedia for review.
  - Activities to coordinate customer Billing will be handled internally by Intermedia between the established Core Team members.
  - Intermedia contact person for CDR transmission activity is Carol Vigor, 813/829-4148.

# **Customer Care**

- 1. Intermedia will provide their KATE subscribers with Customer Support. Effectnet will provide Intermedia, not the end-users, with KATE Technical Support.
  - Effectnet will provide Intermedia Account Consultants, CS&NO (NOC) representatives with access to Effectnet's trouble ticketing system at: support.Intermedia.com.
  - EffectNet will provide a trouble ticket system training session for the Intermedia Trainers. Intermedia Trainers, will then train Intermedia personnel on access and use of Trouble Ticketing system.

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3/15/02

PH 00721





- Intermedia will have the capability to "call in" a trouble report or email it to a specific Trouble Ticket queue established for Intermedia.
- d. EffectNet will resolve each technical problem within 24 business hours. NOC Technician reporting the problem will receive email notifications regarding status and resolution for each trouble ficket.
- Intermedia will have the capability to contact EffectNet while the customer is on the line to get
  questions answered real time or to effect a soft turnover to EffectNet to resolve more technical
  mobilers.
- f. Coverage for Trouble Reporting will be 24/7.
- g. Intermedia will provide EffectNet with a list of centers and the Business work hours for each.

# **Internet**

- 1. EffectNet requires the following information from Intermedia:
  - a. URL / domain name for the Intermedia KATE platform ( Jim Renforth)
  - b. Customer Support email address used to receive end user email (Brian Pruitt)
  - c. Customer Support telephone number (Brian Pruitt)

# **Further Discussion Required:**

1. Transmission method for daily CDRs to Intermedia (Carol Vigor).

Page 2 of 2

# **EXHIBIT N**

# Richard Jeffers

Ryan Blanchard From:

Thursday, July 19, 2001 2:30 PM Bent:

Richard Jeffers To: DO NOT FORWARD! Subject:

High Importance:

Javid-Does this mean that;

1) we still have not prepared an invoice (July 16 has come and gone)? - worky 2/nv 100.

2) we are still figuring out how to do multiple account sign-up (I thought this was being worked on almost 6 mos. ago)?

3) they will not load any new accounts before August 1st (we will stay

at the current 800 or so accounts)?

4) they are responsible for paying all the way back to August of 2000 (box time and usage)? Is this per Jay and Brad's instructions from several months ago? It's been so long I think we all forgot what the arrangement was.

At the present time, for those working on these projects and tasks, how low on the priority list is Intermedia? It sure would be nice to get these guys launched and out of your way.

Thanks Javid. I was just looking for a bit more detail. -Ryan

----Original Message----

From: Javid Freeman

Sent: Thursday, July 19, 2001 1:27 PM

To: Ryan Blanchard

Subject: FW: Effectnet - Conf Call Notes 7/11

Importance: High

Here are the minutes of last weeks conf call. The last sentence is what you are looking for....

Javid Freeman Project Manager EffectNet Inc.

jfreeman@effectnet.com Phone / Fax (888) 539-5857

----Original Message----From: Kerrigan, Jack G. (EXCH) [mailto:JGKerrigan@intermedia.com] Sent: Wednesday, July 11, 2001 11:15 AM

To: 'Javid Freeman'; Ireland, Glenn T. (EXCH); Baughman, Sherrie (EXCH); Serdinak, J. Donna [EXCH]

Cc: Renforth, Jim [EXCH]

Subject: Effectnet - Conf Call Notes 7/11

Importance: High

All, Here is a summary of the items we covered and the decisions made:

1

1. Notification Back on "Closed Accounts" submissions:

- a) When closed accounts are submitted to Effectnet immediate acknowledgement is recevd.
- b) Effectnet is to provide an email back to the email submitting the

Closed Accounts email within 24

hours. This is not happening. Javid will have Debbie contact Jack to bring closure.

- 2. When will CDR file transmission officially begin:
  - a) According to Donna Serdinak, transmission is already underway.
- b) CDRs on the files received go back to August 2000. Should these

files be processed?

 Jack, Sherrie and Donna will meet to determine when to begin processing the CDR files.

- 3. When will we receive an invoice to proces:
- a) Javid has committed to arranging to have the invoice provided to Sherrie Baughman by Monday,
  July 16.
- 4. When will mulitple accounts entry be available:
- a) A new design is being considered to handle this capability.
   Javid

will send an email to Jack

identifying the details and a potential date for when this capability can be ready for testing.

- 5. "Warm Tranover" process and followup:
- a) Glenn Ireland and Debbie (Effectnet) have been discussion this opic.
- b) Glen will provide the details of how the process will work when he

and Debbie have completed their discussions.

Increase in account volumes is not anticipated to begin before August 1, 2001.

Jack

# **EXHIBIT O**

# **Bob McConnell**

From:

Renforth, Jim [EXCH] [JRenforth@intermedia.com]

Sent:

Friday, July 20, 2001 12:22 PM

To:

'rblanch@effectnet.com'; 'bsteinmeyer@effectnet.com'; 'jjessup@effectnet.com';

'treneau@effectnet.com'

Cc:

Faust, Jimmy J. [EXCH]; Mellon, Cheryl D. [EXCH]

Subject:

New Contact

Hi Guys,

Next Friday, March 27, 2001 is my last day with Intermedia.

Your new contact person here is Jimmy Faust, 813-829-4327, JJFaust@intermedia.com <mailto:JJFaust@intermedia.com .

I have immensely enjoyed working with and getting to know you all and will certainly miss you. I wish you all the very best in both your professional and personal endeavors.

Best Regards,

Jim

# **EXHIBIT P**

# Intermedia Revenue Share Worksheet 2001

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5/3/2005 1:46 PM

# **EXHIBIT Q**

### **Bob McConnell**

From: Debbie Anbinder

Sent: Thursday, March 14, 2002 8:48 AM To: Bob McConnell; Darius Reneau

Subject: FW: InterMedia Cancel Accounts

fyi. It appears that they are closing all remaining accounts as we show only 41 open InterMedia accounts. This is similar to their request a while back to close 700 accounts in one day. When I return to the office I will forward that email.

debbie

----Original Message----From: Faust, Jimmy J.

Sent: Friday, March 01, 2002 9:44 AM To: 'support@intermediamail.com' **Cancel Accounts** Subject:

My records indicate that we have 47 active mailboxes on this account.

Please cancel all mailboxes as of today (03-01-02).

Thanks

# Jimmy J. Faust

Sr. Product Manager (813) 829-4327 WorldCom, Inc. Jimmy.faust@wcom.com

# **EXHIBIT R**